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ISDN REMOTE ACCESS/REMOTE ACCESS COST CHARGE

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DTS provides ISDN as an option for state employee telecommuter needs where DSL is not available. ISDN (Integrated Services Digital Network) service enables employees to use an ISDN phone line for employee connectivity to state network resources and telecommuter needs.

The DTS product utilizes high-speed ISDN PRI connections directly into the State's private network, providing secure access to State resources. ISDN telecommuters are virtual LAN users. ISDN service is available in more locations than DSL.

PRODUCT FEATURES AND DESCRIPTIONS

FEATURE	DESCRIPTION
Digital Performance	ISDN delivers digital communication services at a much higher transmission rate than analog technology. High speed connection for two channels at 64 Kbps or 128 Kbps for data only.
Multiple Devices	ISDN delivers two simultaneous connections for voice and data over a single line.
Content Filtering	Provides Internet content filtering for the State business environment.
Telephone	A speaker phone is provided by the State.
Long Distance Charges	Data connections do not accrue long distance charges. Voice calls will incur long distance charges.
Business Voice Features	List number: Agency, division, or group name can be specified to display on call recipients' caller IDs. Choice of three business voice features: • Call forwarding • Three-way calling • Custom ring (useful for FAX machines) • Caller ID • Call transfer • Call waiting

ISDN Router	DTS provides installation and replacement support.

FEATURES NOT INCLUDED

FEATURE	EXPLANATION
Other Phone Line Services	Other services may be added to the ISDN line at add-on costs—e.g., Toll-Free 1-800, Voice Mail, etc., at a negotiated cost.
VPN	VPN is not necessary for secure access to the State Network.

RATES AND BILLING

FEATURE	DESCRIPTION	BASE RATE
ISDN Service	ISDN	$247.00/mo/user

ORDERING AND PROVISIONING

To order ISDN service, please submit an email request to the DTS Orderbox (itsorderbox@utah.gov). Please provide contact phone number and address for service installation.

DTS RESPONSIBILITIES

DTS will coordinate with Qwest and the customer for the installation process.

DTS will bill the customer starting the month after the product is operating successfully.

To ensure the security of state information technology resources, DTS may block telecommuters' access to the State WAN (Wide Area Network) when trouble-shooting security issues.

AGENCY RESPONSIBILITIES

The customer is responsible for adhering to their agency's policies and procedures when submitting properly approved order requests.

The customer-agency LAN Administrator is responsible for setting up each telecommuter's PC or laptop with software required to access the agency LAN and other business software required by the Telecommuter.

Notify DTS Customer Support Center of any problems by calling (801)538-3440 or (800)678-3440.

Email the DTS Order Desk to request service disconnect and router pickup: itsorderbox@utah.gov

GENERAL SERVICE LEVELS AND METRICS

All technical incidents and service requests, and certain types of orders, related to products and services provided by DTS will be reported to the DTS Enterprise Service Desk or to specialized Help Desks that

support State agencies or DTS divisions and regions. All incidents and requests will be captured in the DTS Remedy Help Desk application. DTS staff will provide timely acknowledgement and resolution of technical incidents and service requests.

DTS support staff, including staff directly assigned to the DTS Enterprise Service Desk, will exert all reasonable efforts to meet the Time to Initial Response (TIR) and Total Time to Resolution (TTR) targets set forth below.

The DTS Enterprise Service Desk is accessible 24x7 by telephone at 538-3440 or 800-678-3440. Live chat and direct user reporting of incidents are also available on the DTS website at dts.utah.gov. Published "Business Hours" for the DTS Enterprise Service Desk are 7:00 AM-6:00 PM, Monday-Thursday. Hours of support/on-call coverage vary by agency/division/region and product.

Incident Response and Resolution Targets

Time to Initial Response Targets	% Tickets	Total Time to Resolution Targets	% Tickets
Low Priority – 1 Business hour	75%	Low priority – 6 Business hours	75%
Medium priority – 1 Business hour	75%	Medium priority – 3 Business hours	75%
High priority – Attempt Warm Transfer	90%	High priority – 4 Clock hours	75%
Urgent priority – Immediate Warm Transfer	95%	Urgent priority – 3 Clock hours	100%

Customer Satisfaction Surveys and Reporting

All users/customers whose technical incidents are resolved by DTS staff will be given the opportunity to respond to an on-line survey regarding their level of satisfaction with the support received from DTS. Responding to the survey groups and the level of satisfaction of users by agencys.

Customer Satisfaction Targets

Metric Description	Target
Average level of satisfaction with resolution efforts	> 4.2 on a scale of 0 - 5
Percentage of respondents satisfied or better with service received	93% of respondents satisfied